

W-01303A-11-0101

ORIGINAL



0000128542

ARIZONA CORPORATION COMMISS

UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 97923

Date: 8/17/2011

Complaint Description: 08A Rate Case Items - Opposed  
N/A Not Applicable

First:

Last:

Complaint By: Richard & Marla Scheimann

Account Name: Richard & Marla Scheimann Home

Street: Work:

City: Sun City West CBR:

State: AZ Zip: 85375 is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Contact Phone:

Nature of Complaint:

DOCKET NO. W-01303A-11-0101

REFERENCE: Arizona American Water Company  
OPPOSED

Arizona American Water Co. provides the worse service and water we have ever encountered. We have lived in five states, including Calif., and have never had to endure such awful tasting water that's impossible to clean. Plus, it is already at a higher price than in any of those states. Are we, in this small area, to be punished further because there is no choice but to endure a lousy water company? I spoke with them once and they claimed they request large increases assuming they will receive a smaller one. Our waste water is already at \$60 per month and we can't afford to pay more. By the way, the required water saving toilets is a joke. They require more flushes and thus, use more waste water. Of course the high mineral content of our water results in nothing operating efficiently.

Richard & Marla Scheirmann

Sun City West (Corte Bella) 85375

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Noted and filed for the record in Docket Control.

\*End of Comments\*

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2011 AUG 23 PM 3:40  
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DOCKET CONTROL

Date Completed: 8/17/2011

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